

Fig.1.

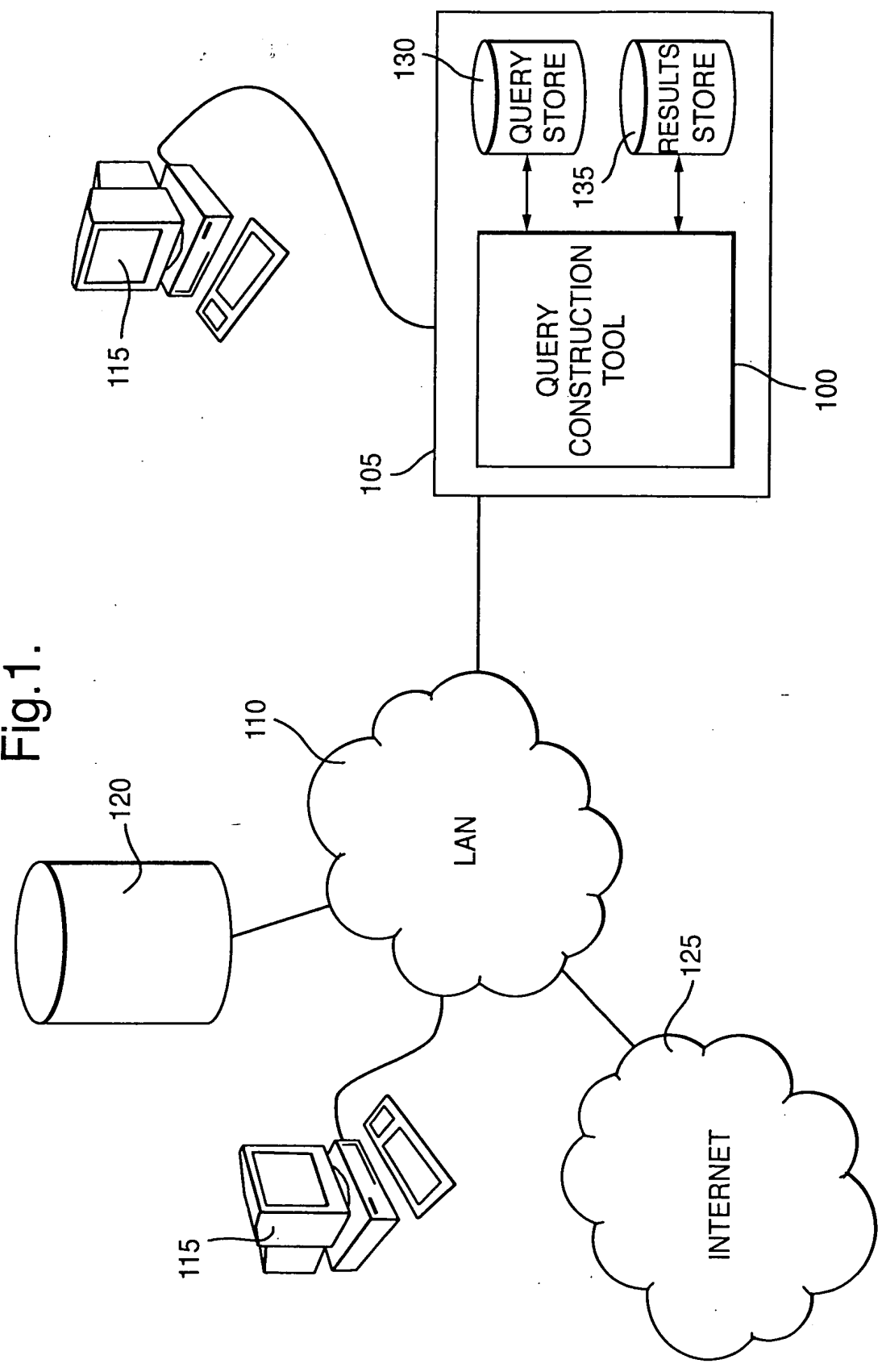
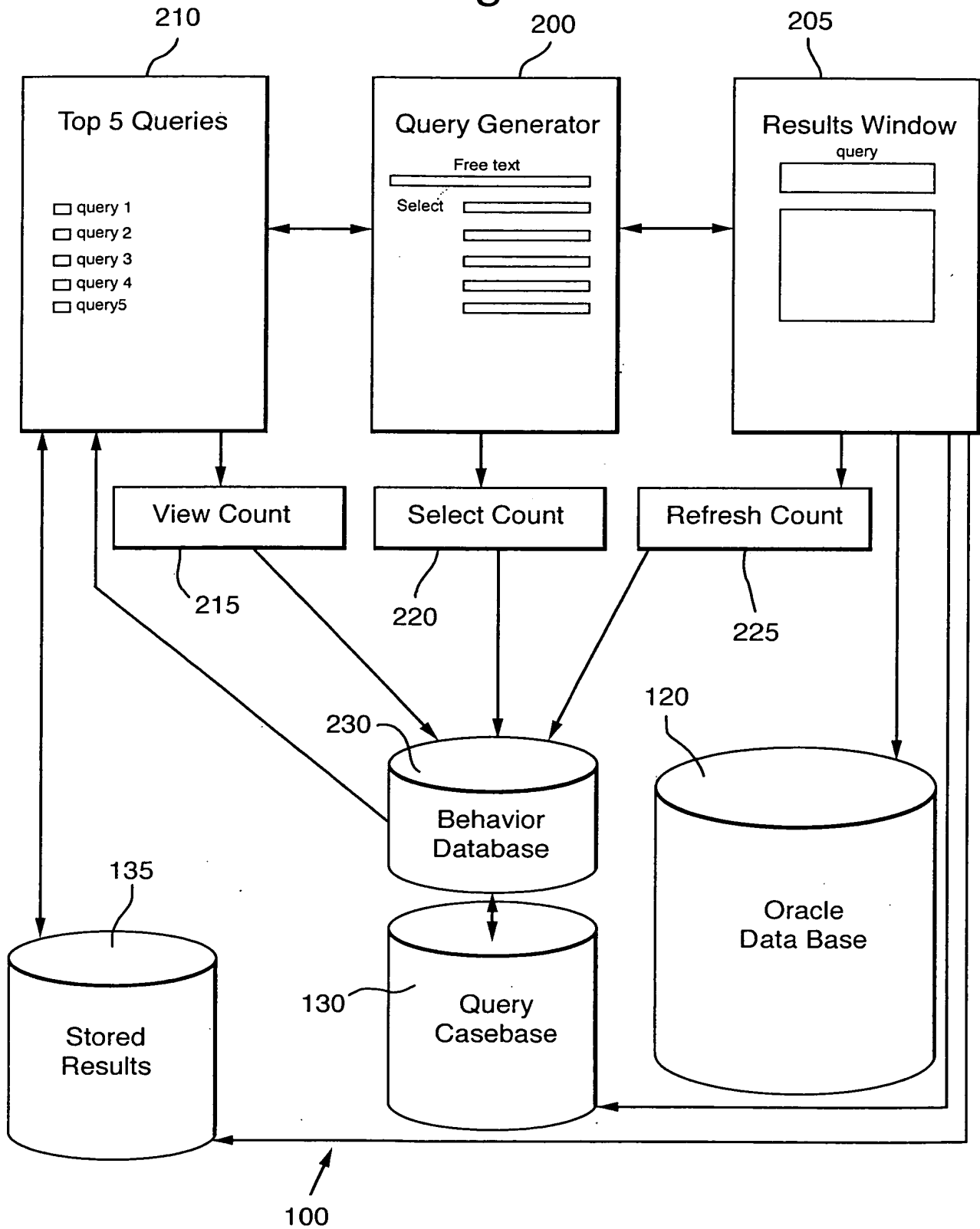


Fig.2.



3/5

Fig.3.

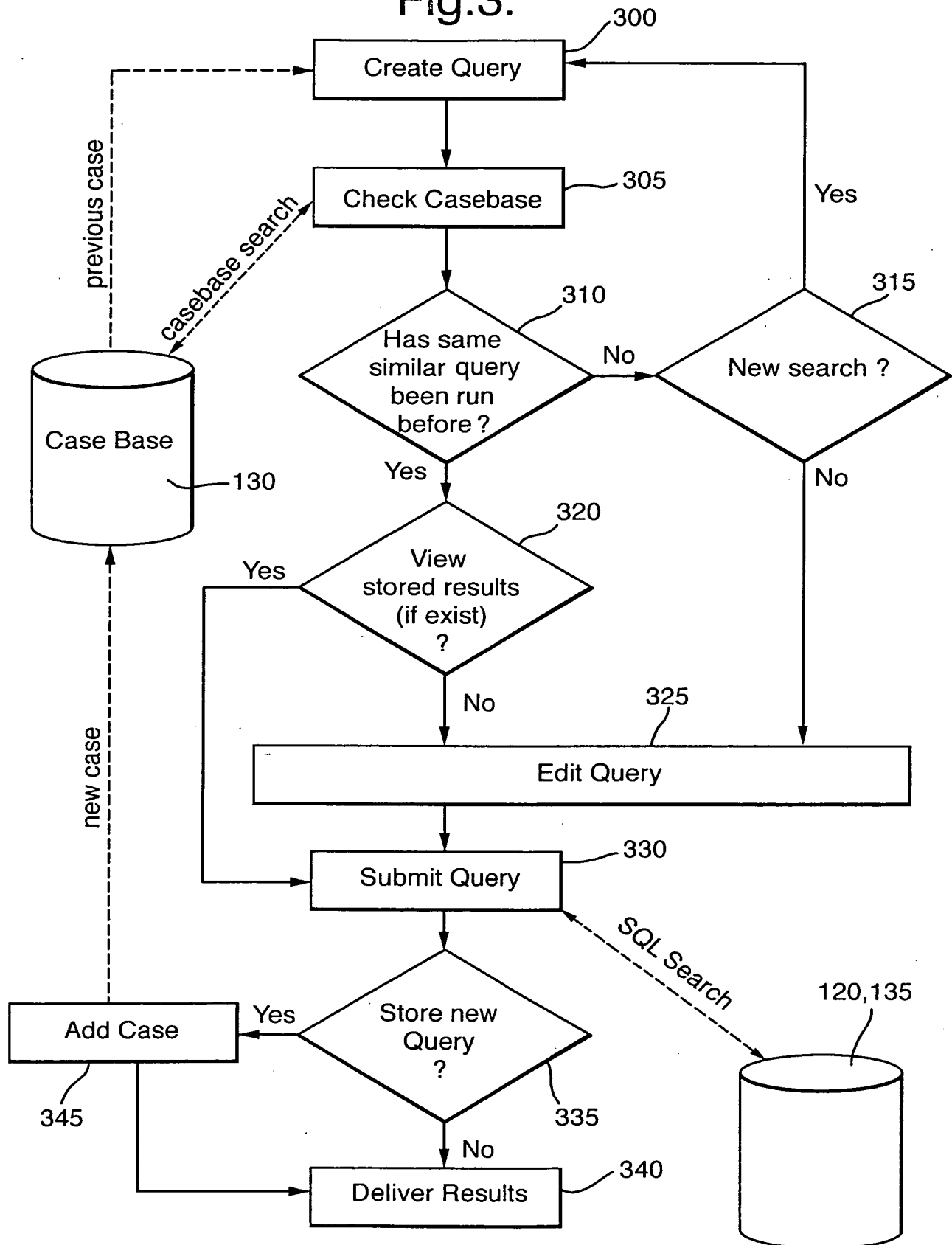


Fig.4.

Top 5 Queries

- all hipi calls longer than 1800
- charge bands in hipi calls**
- top 10 ISDN 2
- top 10 ordinary res calls
- Top ten business for ISDN2

☒ Random
☐ First 10 rows
☐ Stored results

View
 Select

410

Fig.6.

Intelligent Query Manager SQL browser

Database: Oracle direct

SQL: **SELECT*FROM TOPTENBUSISDN2**

Execute SQL Action
Keep Results
New Connection

Results

SITE_NUMBER	CALLING_NUMBER	TALLY	POSITION	BUSINESS_NAME
SSB46743	30074	1		
SSA03946	20739	2		
SSA03946	8746	5		
SSA03946	5018	8		
SSC70715	4361	10		
SSC40741	4914	9		
SSA51947	7276	7		
23638719	8654	6		
SSC64402	18017	4		
SSC64402	18025	3		

405

Fig.5.

The screenshot shows a window titled "Multi User Knowledge Capture Administrator". Inside, there is a search bar containing "90: Top ten business for ISDN2" with a dropdown arrow. Below the search bar is a "Free Text Description" field containing "Top ten business for ISDN2". To the right of the search bar are five buttons: "Top 5", "Search", "Clear", "Alter Case", and "Cancel". Below the search bar and description field is a large empty rectangular area. At the bottom of the window is a "Meta Data" section with the following information:

Meta Data			
How Selected	Query Time 00:00:00	Results Exist YES	
Creator REG	Results Ref	TOPTENPROD	Number 4
Date:-----			

400